

**Notice of References Cited**

Application/Control No.

09/871,420

Applicant(s)/Patent Under

Reexamination

ROGERS ET AL.

Examiner

Johnna R. Loftis

Art Unit

3623

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**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
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**FOREIGN PATENT DOCUMENTS**

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**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Survey - FT Telecoms: Queueing makes callers see red: THINK TANK: Recent Telephone research has identified the factors the lead to customer fury. Financial Times, Survey London Edition 1 ED, p15. Nov. 19, 1997. (dialog file 476: 9048501)
	V	Call Centres - Working in real time. Post Magazine, p21. August 10, 2000. (from dialog file 20: 12424271)
	W	
	X	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
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